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United Nations Volunteers

United Nations Volunteers

Report of the Administrator

Summary

The present report provides an overview of results achieved by the United Nations Volunteers (UNV) programme during the 2008-2009 biennium, in support of programme countries and United Nations organizations in their efforts towards peace and development, including achievement of the Millennium Development Goals. The structure of this report follows the UNV business model, as approved by the Executive Board in 2006.

A statistical annex on volunteers, financial overview, and UNV results framework are posted on the Executive Board website.

Elements of a decision

The Executive Board may wish to: (a) express appreciation for the contribution of the high number of volunteers to the peace and development achievements of programme countries and United Nations organizations; (b) express appreciation for the strong growth in number of online volunteers with the UNV Online Volunteering service; (c) commend UNV for results achieved in volunteering for the environment and climate change, and encourage further strengthening of the work in this area; (d) commend UNV for results in programmatic gender mainstreaming, and encourage UNV partners to increase gender balance in UNV assignments; (e) welcome the engagement of UNV towards building national volunteer capacity in programme countries; (f) call on development partners and all member countries to increase funding to the Special Voluntary Fund to continue research and pilot innovations that demonstrate the impact of volunteerism in peace and development outcomes, including the Millennium Development Goals, and to increase other funding modalities; (g) encourage governments, UNDP, and United Nations organizations to build national volunteering capacity, integrate volunteerism into programming, increasingly engage UNV volunteers for the achievement of Millennium Development Goals, and report upon these efforts; (h) call upon UNDP to continue to provide to UNV all necessary programmatic, administrative and legal support to deliver on its mandate; (i) encourage UNV to innovate and diversify volunteer modalities, and in particular strengthen opportunities for youth volunteering recalling General Assembly resolution 52/17; (j) encourage member countries to recognize national and international UNV volunteers as an integral part of United Nations assistance, and provide them with the facilitation and protection necessary to perform their functions effectively; (k) encourage UNV to continue to be the focal point to mark the 10th anniversary of the International Year of Volunteers (IYV+10) in 2011, as requested in General Assembly resolution 63/153 and request UNV to establish a facility to receive contributions to commemorate IYV+10 in 2011; (l) call upon governments, United Nations organizations, volunteer-involving organizations, civil society, private sector, and communities to recognize the achievements of volunteers in peace and development by actively engaging in marking IYV+10 in 2011, and request UNV to make a special presentation to the Board at its first regular session 2011 on planning for IYV+10 in 2011 and on the 40th anniversary of UNV.

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I. Introduction

1. This report outlines the results achieved by the United Nations Volunteers (UNV) programme during [redacted] and follows the [redacted] report structure. Special attention is given to reporting results and sustainability on UNV activities following Executive Board decision [redacted].

2. The work of UNV is informed by General Assembly decisions, as per the deliberations of its Third Committee on the follow up to the International Year of Volunteers (IYV), the Commission for Social Development, and the triennial comprehensive policy review of operational activities for development of the United Nations system.

3. The programme results chapter illustrates achievements in three areas of the UNV business model: advocacy, integration and mobilization. In [redacted], deliberations of the related results framework were initiated. The three organizational result areas are now: (a) global recognition of volunteerism for peace and development; (b) integration of volunteerism into peace and development programmes; and (c) mobilization of increasing numbers and diversity of volunteers contributing to peace and development. The key results were also redefined (brought into alignment as appropriate) and complete for chapter sub-headings.

4. A fourth organizational result area was added to capture organizational support functions: strategic guidance, organizational oversight and accountability. This result is described in the management results chapter.

5. UNV was impacted by the global context. The financial crisis led to a decrease in total funding (all sources), from $[redacted] million in [redacted] to $[redacted] million for [redacted], out of which the Special Voluntary Fund (SVF) decreased from $[redacted] million to $[redacted] million. Donor contributions continued to be critical to developing volunteerism programming and mobilizing volunteers. Despite the financial crisis, several donors increased their contributions, including to the UNV full-funding scheme. UNV responded to outreach to non-traditional donors, including middle income countries.

6. Nevertheless, as a result of volunteer mobilization for United Nations organizations, the total financial size of UNV increased to $[redacted] million in [redacted], compared to $[redacted] million in the previous biennium. Climate change challenges opened up new programming areas. The community-based adaptation. The food and financial crises highlighted large gaps in achieving the Millennium Development Goals and the essential role of volunteerism in providing participatory, sustainable, capacity-enhancing contributions solutions. Sufficient funding will be needed to help close these gaps.

7. The concluding chapter of the report outlines challenges and opportunities. The three annexes of the report – a statistical overview on UNV volunteers, a financial overview and the results framework – are available on the Executive Board website.

II. Programme results

8. UNV continued to incorporate and integrate its business model and results framework in all its tools, processes, and mechanisms such as the annual volunteer ratings – or UVR, corporate planning, and reporting systems.

9. In [redacted] there were [redacted] UNV volunteers contributed to the strategic objectives of UNDP, the Office of the United Nations High Commissioner for Refugees (UNHCR), 11 other United Nations organizations, 19 peacekeeping and

[redacted] participation in human development. The study highlighted the complementary roles of volunteering and social activism to engage and empower individuals in development, conflict resolution, and social inclusion processes. In the European perspective, research conference on volunteering and activism in 2009, UNV linked research on volunteering, participation, and civic engagement with development practice.

34. UNV continued to mainstream gender in volunteerism. In a study on gender and volunteerism, UNV highlighted the critical role of volunteerism in transforming gender roles, opportunities and outcomes. Gender experts validated the findings of the study in a UNV organized workshop. The results were presented at the 2009 conference of the International Volunteer Cooperation Organizations – known as IAVE – on volunteerism as catalysts for social engagement.

37. UNV shared best practices in promoting volunteerism for development in Southern Europe and the Commonwealth of Independent States, drawing on local discussions and exercises with practitioners to identify strategies for increasing the impact of volunteerism.

Key result 1.2: Partnerships to promote volunteerism for development built and strengthened with and among UNV key stakeholders

38. UNV continued to strengthen partnerships with United Nations organizations, civil society organizations, academic institutions, foundations, and the private sector by engaging in joint programming and advocacy for volunteerism and development. UNV also strengthened partnerships at local and community levels to stimulate participatory development.

39. UNV advocated for volunteerism through UNV country office visits in 102 countries, and with support from 130 UNDP country offices. During the biennium, 7,700 UNV volunteers worked annually, in conjunction with UNDP, to support national efforts in the five focus areas of the strategic plan, promote South-South cooperation, gender equity, and national capacity development towards achievement of Millennium Development Goals.

[redacted] For the past 10 years, UNV has partnered with the United Nations Department of Peacekeeping Operations, the Department of Political Affairs, and the Department of Field Support. In 2009, an agreement was reached between UNV and the Department of Field Support for a joint evaluation to occur in 2010, in line with General Assembly resolution 63/134. UNV fielded over 1,000 UNV volunteers with UNDP in 2009 and increased collaboration with the United Nations Development Fund for Women (UNIFEM), including through joint projects in several countries. It also established a partnership with the universal efforts against child hunger and malnutrition initiative, founded by the World Food Programme (WFP), the World Health Organization (WHO), the United Nations Children's Fund (UNICEF), and the Food and Agriculture Organization of the United Nations. UNV conducted two studies in Mauritania on establishing a national volunteer scheme to help the initiative.

[redacted] The UNV partnership with Johns Hopkins University continued to support measuring the value of volunteerism through national satellite accounts. UNV and Johns Hopkins University also partnered with the International Labour Organization (ILO) to develop a manual for the inclusion of volunteering in labour statistics, as recommended by the 18th ILO International Conference of Labour Statistics.

[redacted] In response to General Assembly resolution 63/153, the Commission for Social Development integrated volunteerism for development into its 2009-2010 biennial priority theme of social inclusion. The United Nations Department of Economic and

Social Affairs facilitated outreach by UNV to the Commission for Social Development.

23. In partnership with Hiroshima University, UNV implemented the pilot programme on human resource development for Asia in peacebuilding. It deployed about 10 participants annually as UNV volunteers for short-term, peacebuilding assignments in Asia and Africa, developing capacity and creating a cadre of peacebuilding professionals in Asia.

24. UNV continued to build a positive environment for volunteerism at country level in collaboration with national institutions, United Nations organizations, universities and civil society. In Jordan, a national steering committee was established with UNV support, consisting of 25 members from government agencies, United Nations organizations, non-governmental organizations (NGOs), the private sector, media, and volunteer-involving organizations, resulting in a number of well attended events, forums, and workshops.

25. UNV reached out to governments, civil society, and development and private sector partners on International Volunteer Day (IVD) (5 December), advocating for volunteerism for peace and development at national and international levels, including partnering with national IVD committees and local volunteer-involving organizations. In 2009, through the 'volunteering for our planet' campaign, UNV called upon environmental volunteers to register the hours they volunteered on environmental action and to address climate change. The campaign webpage, found on the 'seal the deal' website of the United Nations Environment Programme, recorded over 1.5 million hours volunteered in 166 countries between world environment day on 5 June, and IVD. Seventy countries reported IVD celebrations, with 50 featuring environmental action. Global outreach was also pursued during the United Nations climate change conference in Copenhagen.

Key result 1.3. Awareness on volunteerism and its contribution to development raised among UNV key stakeholders

26. To raise awareness of the contribution of volunteerism to advancing human development and progress towards achieving the Millennium Development Goals, UNV engages in national and international events and development forums, online collaboration and networking, and outreach to former UNV volunteers as potential advocates.

27. UNV advocated for: youth volunteerism to partners at the 2008 seminar on volunteering for 'peacebuilding and conflict resolution in Europe'; together with UNDP, organized a workshop in the Ukraine on advancing youth inclusion, civic engagement and volunteerism to achieve the Millennium Development Goals; exchanged best practices on national youth services at the 8th global conference of the International Association for National Youth Services; and contributed to the debate on development interventions in fragile institutional contexts at the Voice and Accountability Global Meeting in Colombia.

28. General Assembly resolution 63/153 invited governments, media, civil society, the private sector, development partners and the United Nations to mark the 10th anniversary of the International Year of Volunteers in 2011 at global, regional and national levels. In October 2009, UNV convened a consultative meeting to discuss preparations for IYV+10. IYV with stakeholders from international and regional volunteer-involving organizations, civil society organizations, Governments, and several United Nations organizations. Partner United Nations organizations pledged support to activities around the IYV+10 celebrations. The workshop confirmed the role of the UNV-managed 'world volunteer web' website as the main platform for information sharing and networking to promote IYV+10.

29. A global plan of action for IYV+10 IYV – a major outcome of the consultative meeting – prioritizes support to national plans and activities. Synergies are sought with the European Year of Volunteering in 2011, building on ongoing cooperation between UNV and the European Commission on youth volunteering. In Namibia, a volunteerism for development coordinating committee is spearheading national volunteerism policy development, and plans to commemorate IYV+10. The International Federation of the Red Cross and Red Crescent Societies established a senior management steering committee to oversee its involvement in the 10th anniversary at the global level, and facilitate the involvement of national Red Cross and Red Crescent societies in national campaigns.

30. UNV is developing an outreach strategy to engage the 40,000 former UNV volunteers worldwide. Online social networking tools were successfully tested among former UNV volunteers during the 'volunteering for our planet' campaign, reaching 2,000 former volunteers.

Key result 1.4. Support provided by UNV to increase capacity at national and international levels to formally recognize volunteerism and its contribution to development

31. UNV advised programme countries in the development of policies and regulatory frameworks conducive to volunteerism, fostering national dialogue and legislative processes, and sharing technical expertise for drafting new (or revising existing) legislation. As a result of advocacy efforts, major publications recognized the potential and impact of volunteerism, including United Nations reports, strategies and national Human Development Reports (NHDRs).

32. UNV contributed to NHDRs, including in Brazil, Egypt, Honduras, Jordan, and Nicaragua. The Bosnia and Herzegovina NHDR analysed social inclusion, human development, and also included a section on volunteering that recommended Government develop a legislative framework, and improve existing laws and policies, to create an enabling environment for volunteerism.

33. UNV also facilitated substantive analysis of volunteerism issues through policy development, feasibility studies, research, and surveys in such countries as Bangladesh, Cambodia, Ethiopia, Kenya, and Samoa.

B. Integration of volunteerism into peace and development programmes

34. During 2008-2009, UNV promoted the systematic integration and mainstreaming of volunteerism in development plans, programmes, and policies of partners, including replication of successful and innovative initiatives. UNV collaborated with partners to develop tools, policies and knowledge necessary to create a legal environment for volunteerism, development of national and regional volunteer programmes, and integration of volunteerism in development policies, strategies and programming.

Key result 2.1. Tools, policies and knowledge generated by UNV to enable development partners to integrate volunteerism into development policies, strategies and programmes, including sectoral/focus area policies and strategies

35. UNV provided policy advice on the development of national volunteerism policies and on legal frameworks in eight countries. In Ecuador, a UNV-supported volunteer round table developed and presented a policy proposal to the Government, resulting in the integration of volunteerism in the national constitution.

36. UNV worked to integrate volunteerism in United Nations Development Assistance Frameworks (UNDAFs) and common country assessments (CCAs), and produced a guidance note on volunteerism that was annexed to the amended guidelines for CCA/UNDAF (2008). Volunteerism for development and/or collaboration with UNV were integrated into 57 UNDAFs by December 2009 (compared to 41 in December 2007), and into 32 UNDP country programme action plans in 2009.

37. UNV is committed to the United Nations reform agenda. It participated in the eight 'delivering as one' pilot countries by deploying volunteers to integrate volunteerism in 'delivering as one' programmes, and augment the capacity of resident coordinator offices in coordination, communication, monitoring and evaluation, and information and communication technologies. In Viet Nam, UNV volunteers engaged as programme coordination specialists and partnered with national youth associations to raise awareness of the contributions of 'delivering as one' activities to address development challenges. As a result, the recognition of the relevance of volunteerism for development became an output in the common action plan 2006-2010. In Rwanda, volunteerism was integrated into the 'delivering as one' plan to promote the development needs and rights of Rwandan adolescents and youth. In Uruguay, UNV supported decentralization processes and promotion of citizen participation as part of state reform, facilitating interaction between local government and civil society to enhance youth participation in decision-making processes of national and local parliaments through volunteerism.

38. The Government of Benin is working with UNV and other and United Nations partners to create a legal environment for volunteerism and a national volunteer programme. This project promotes the decentralized management of the environment through volunteerism, sensitizing local communities to the importance of environmental conservation and protection.

39. In Sri Lanka, the volunteer information and coordination centre established with UNV support in 2006 is implementing a legal empowerment volunteer initiative in partnership with the Government, University of Colombo, and UNDP. UNV mobilized 18 university students – future lawyers, judges and sociologists – to conduct legal empowerment activities in underprivileged communities.

40. UNV continued to provide expertise to the African Union on establishing a youth volunteer corps, and to the Economic Community of West African States to develop a 15-country volunteer scheme.

Key result 2.2. Integration of volunteerism in development policies, strategies and programming demonstrated

41. During the biennium, UNV streamlined its programmatic focus to more robustly respond to Millennium Development Goals challenges and national development goals of programme countries. UNV partnered with UNDP and other United Nations organizations to bring volunteerism into a number of Millennium Development Goals achievement fund projects in, inter alia, Albania, Guatemala and Nicaragua.

42. UNV continued to mainstream gender in all programme activities. UNV volunteers contributed to gender equality in the work of partners, specifically in protection, empowerment, women's rights advocacy, and community-centred development; about 75 UNV volunteers served as gender specialists annually. The UNV project to combat female genital mutilation in the Sudan was mainstreamed and replicated by UNICEF and UNFPA. The success of the project was a result of participation by local community volunteers in its implementation and outreach. The final evaluation of the project was selected as a pilot for the United Nations Evaluation Group Handbook on integrating human rights and gender into

evaluations. In Egypt, UNV worked with national partners and other United Nations organizations in female genital mutilation-free villages, where national UNV volunteers raised awareness and advocated against the social pressure on young girls and women. A UNV volunteer with UNIFEM in Bolivia sensitized local women's associations on issues of human trafficking and human rights. Another UNV volunteer with the Office of the High Commissioner for Human Rights (OHCHR) in Guatemala built capacity to deal with gender-based violence in various institutions, including police forces. In the Asia and the Pacific region, UNV volunteers contributed to a multi-agency regional programme, working with boys and men to prevent gender-based violence.

43. UNV partners with UNDP, the Joint United Nations Programme on HIV/AIDS, WHO, the Government, and national health institutions to enhance service delivery and access to services, reduce child and maternal mortality, and combat HIV/AIDS. In 2009, about 850 UNV volunteers served in the health sector, including in Papua New Guinea, South Africa, Tanzania, Trinidad and Tobago, and Zambia. In Malawi, over 50 specialist UNV volunteer doctors, including paediatricians, obstetricians and surgeons, ensured basic health service delivery and built the capacity of medical personnel with funding from the Global Fund to Combat AIDS, Tuberculosis and Malaria and the National AIDS Council.

44. UNV adopted a human rights-based approach to development, and focussed on social inclusion and empowerment of marginalized youth groups. In Croatia, UNV and UNDP strengthened local development and promoted social inclusion of unemployed Roma youth, children, the elderly, and people with disabilities in remote and rural areas by engaging national UNV volunteers from target communities. A similar initiative in Albania helped with the social integration of vulnerable Egyptian and Roma minorities, facilitated their registration, promoted participatory planning, developed local infrastructure, and enhanced employability. In Honduras, the human security joint programme successfully engaged youth in three municipalities through volunteering initiatives, keeping them out of gangs, reducing gender-based violence, and directly impacting 55,000 youth, half of which were female. In Kazakhstan, UNV works with UNDP, UNICEF and UNFPA to enhance human security in the former nuclear test site of Semipalatinsk.

45. Executive Board decision 2008/22 directed UNV to increase and strengthen its work in community-centred natural resource management and climate change, while General Assembly resolution 63/153 asked UNV to promote incorporating volunteerism in the environment and climate change agendas of governments and the United Nations. In 2009, almost 300 UNV volunteers (up from 195 in 2008) contributed to environment projects of United Nations organizations in 67 countries, including Benin, Cambodia, Comoros, Guinea Bissau, Mali, Pakistan, Uganda, as well as Kosovo (United Nations administered territory under Security Council resolution 1244). In addition, 1,043 of 14,313 online volunteering assignments supported environmental activities.

46. UNV expanded collaboration with UNDP at the national and global level. UNV volunteers in the global community-based adaptation project, with activities in Bolivia, Guatemala, Jamaica, Morocco, Namibia, Niger and Samoa, are strengthening community volunteering, enhancing capacity to adapt to climate change, and reducing vulnerabilities. The programme developed a draft methodology that plans, recognizes, and values the work of hundreds of local volunteers implementing 27 community projects.

47. UNV continued its programme with the United Nations Convention to Combat Desertification in Africa. A project in the Amhara and Oromia regions of Ethiopia addressed desertification caused by human activities and natural disasters.

Livelihood and conservation skills of 200 youth volunteers were built, demonstrating a sustainable approach to fighting poverty and desertification. The youth association in Amhara received the national green award, resulting in a multiplier effect with neighbouring communities replicating the experience.

48. In 2009, UNV supported literacy programmes through 63 UNV volunteers in countries like Cambodia and Malawi. In Lesotho, UNV volunteers contributed to improving primary education within the distance teacher education programme by training school teachers. Brazil agreed to collaborate with UNV to provide South-South capacity development to an innovative school project in El Salvador, through fully-funded UNV volunteers.

C. Mobilization of volunteers contributing to peace and development

49. UNV mobilized about 5,100 international and 2,500 national volunteers annually, and diversified volunteer modalities through online, employee, and youth volunteering initiatives, enabling more people to volunteer for peace and development globally. UNV further assisted governments and other stakeholders in building regional, national and local volunteer mobilization capacity.

50. UNV volunteers contributed to national development priorities and peace objectives; about half of them advanced progress towards the Millennium Development Goals, working primarily with UNDP, while the other half was involved in peacekeeping, peacebuilding, humanitarian assistance, post-conflict recovery and electoral operations, working with the United Nations Office for the Coordination of Humanitarian Affairs (OCHA), OHCHR, UNHCR, WFP and the United Nations Department of Peacekeeping Operations, the Department of Political Affairs, and the Department of Field Support.

Key result 3.1. Well defined, effective, and inclusive volunteer management established

51. Seventy-nine per cent of serving UNV volunteers were developing country nationals, and of these, 40 per cent were assigned in their home country. In 2009, 3,597 international UNV volunteers from 105 developing countries served in another developing country, making volunteerism a driving force for enhanced South-South cooperation, with an estimated financial value of $147 million – 67 per cent of the UNV financial size. In 2009, Cameroon, the Democratic Republic of the Congo, Ghana, India, Kenya, Liberia, Nepal, Philippines, Uganda, and Sierra Leone were the developing countries with most citizens serving as volunteers abroad.

52. The UNV Online Volunteering service (www.onlinevolunteering.org) connects volunteers with peace and development organizations worldwide through the Internet. A revamped, now trilingual website (English, French and Spanish) was launched on IVD in 2008. The service witnessed strong growth in 2009 with 9,427 online volunteers and over 14,000 assignments; 152 and 172 per cent growth respectively, when compared to 2008. In 2009: 87 per cent of assignments benefitted civil society organizations with the number of registered organizations increasing by 50 per cent compared to 2008; 53 per cent of online volunteers were women; 62 per cent of volunteers were from the South; and 2 per cent reported having disabilities. A monthly electronic newsletter reaches 128,247 registered individuals worldwide.

53. The annual 'online volunteering award' winners embody inclusiveness and foster mutual understanding and global social cohesion. One of the awards was given to seven online volunteers who helped the NGO 'Africavenir' in Benin address

contamination of groundwater, emission of odours, and greenhouse gases by turning pig waste into renewable, environmentally-friendly electricity.

54. Since 2006, over 600 online volunteers have supported the UNDP International Poverty Centre for Inclusive Growth. One output was a directory of 2,800 poverty research centres worldwide. The volunteer time invested in this effort is an estimated equivalent to 12 individuals working full-time for one year.

55. In line with General Assembly resolution 31/131, UNV promotes youth volunteering and engages youth volunteers (under 25) through special activities, programmes, and national volunteer schemes. In Guyana, UNDP/UNV partnered with the Government in the enhanced public trust, security, and inclusion project, which focussed on youth empowerment, social cohesion, and community dialogue. Fifty marginalized youth served as national UNV volunteers, strengthening democratic practice and sustainable peace. Local youth volunteer projects impacted communities in Bosnia and Herzegovina, Cape Verde, China, Indonesia, Syria, Ukraine and Zambia.

56. UNV partnered with universities in developing and developed countries to support South-South and North-South-South exchanges. In April 2009, UNV and UNDP supported the launch of the Ibero-American network of university volunteerism for social inclusion. UNV is a board member and funds an international UNV volunteer research officer at the secretariat, the Universidad Nacional Autónoma de México. In December 2009, 28 universities from 13 countries had registered affiliation and the network was reaching 7.5 million students in 800 universities. Universidad Autónoma de Madrid also partners with UNV, and has 83 participants in its volunteer programme.

57. Volunteerism is an opportunity for 'third age' volunteers to put their experience to work for peace and development – about 5 per cent of UNV volunteers in 2009 were 55 years or older. Annually, about 75 retired private sector professionals provide support to small businesses and cooperatives in developing countries through UNV. In Senegal and Sri Lanka, the Government, UNDP and UNV are demonstrating innovative ways to engage older people in development activities.

58. In partnership with the Times of India, UNV mobilized over 100,000 volunteers for the 'Teach India' initiative. Beyond teaching English, the literacy project strengthened social cohesion by encouraging educated citizens to reach out to disadvantaged groups. International UNV volunteers from Asia, together with national UNV volunteers in Tanzania and Zambia, promoted private sector development for micro and small businesses through the 'Asia youth volunteer programme'.

Key result 3.2. Volunteer engagement in selected focus areas strengthened

59. General Assembly resolution 56/38 asked UNV to provide technical cooperation in volunteerism to realize its potential as a resource for attaining the Millennium Development Goals. Examples of this include providing technical expertise and promoting local capacity building in sub-Saharan Africa, where 48 per cent of UNV volunteers were deployed in 2008-2009. UNV volunteers supported the mandates of 23 United Nations organizations and 19 missions, providing expertise in over 100 professional categories.

Mobilizing for peace

60. In the biennium, more than 3,000 UNV volunteers supported peacekeeping, and special political and peacebuilding operations annually, in 19 United Nations missions in 18 countries and constituting about 30 per cent of all international civilian personnel involved in these missions. Volunteers worked in areas ranging from medical, logistical, and engineering mission support, to child protection, rule of law, elections, human rights, civil affairs, and disarmament, demobilization and reintegration. From 1999 to 2008, UNV volunteers completed 20,000 assignments in 44 peacekeeping operations.

61. In the biennium, 1,408 international UNV volunteers from various countries on the African continent contributed to peace, serving with United Nations missions in 10 countries on their continent. This supported United Nations Department of Peacekeeping Operations efforts to increase the success of peacekeeping missions by promoting regionalization.

62. In the Democratic Republic of the Congo, up to 700 UNV volunteers annually contributed to the work of the United Nations Organization Mission in the Democratic Republic of the Congo, including through a disarmament, demobilization, return, reintegration and recovery programme focussing on foreign combatants. UNV volunteers with the UNDP disarmament, demobilization and reintegration programme, contributed to the successful demobilization of 23,000 national ex-combatants, including 10,000 child soldiers. Both programmes required multi-disciplinary approaches and involved UNV volunteers simultaneously in cross-cutting areas like gender, HIV/AIDS, child protection, human rights, socio-economic reintegration and women's empowerment. UNV volunteers also contributed to similar programmes in Burundi, Chad, Côte d'Ivoire, and Liberia.

63. In Haiti, more than 200 UNV volunteers annually supported the United Nations Stabilization Mission in Haiti; several others served with UNDP or other United Nations organizations, working at central and local levels with Government, elected representatives, and national police in civil affairs, capacity building, community violence reduction and peacebuilding activities to help foster dialogue, understanding and social cohesion. Volunteers in civil affairs provided intelligence gathering on socio-economic developments and security issues.

64. International UNV volunteers provided electoral support in Afghanistan, Côte d'Ivoire, the Democratic Republic of the Congo, Guinea Bissau, Haiti, Sudan, and Timor-Leste. In Nepal, 140 UNV volunteers (half of them nationals), provided critical support to the electoral commission and mobilized 9,000 local voter education volunteers. Among the personnel of the United Nations Mission in Nepal, the volunteers were closest to communities in all 75 districts.

65. UNV volunteers constitute 17 per cent of the UNHCR field presence, with more than 1,000 UNV volunteers serving annually in 74 countries. In Yemen, about 50 (mostly international) UNV volunteers worked with refugees and internally displaced persons, interviewing, managing databases, facilitating resettlement and conducting site visits. In the biennium, 24 UNV volunteers in Eastern Chad worked with internally displaced persons, with refugees from Darfur and with refugees from the Central African Republic. Five UNV volunteers in the health and nutrition programme supported the creation of local, voluntary, food distribution committees, increasing female participation from almost zero to 40 per cent. UNV volunteers with UNHCR in Colombia engaged with communities, community leaders, and local institutions to identify and analyse immediate risks for refugees and internally displaced persons, and then implemented appropriate protection measures. In 2008-2009, 100 UNV volunteers with UNHCR engaged communities, community leaders, and local institutions to identify and analyse immediate risks for refugees and

internally displaced persons, then implemented appropriate protection measures in cooperation with local authorities and institutions.

66. In the biennium, about 300 UNV volunteers, more than half of them women, contributed to human rights and protection with OHCHR, UNHCR, OCHA, UNICEF and United Nations missions. This included child protection, refugee/internally displaced persons protection, prevention of sexual and gender-based violence, and prison/correction services. Annually, about 50 UNV volunteers contributed to the work of OHCHR (about 10 per cent of its field personnel) with expertise in human rights and protection, public information and outreach, information and communication technology, logistical support services, legal services, gender mainstreaming, project management, and training. Annually, about 30 UNV volunteers contributed to the work of OCHA in humanitarian affairs.

67. UNV volunteers interact closely with the communities they work and live in, and engage beyond the scope of their daily tasks, for example in community clean-up activities and hygiene awareness campaigns, sport events, agricultural extension work, teaching in local schools, and blood-donation drives. In Burundi, UNV volunteers worked with an association of elderly women from ethnic backgrounds to publish traditional proverbs, advancing social cohesion and bridging generation gaps.

Mobilizing for development

68. UNV volunteers contributed to the development results of Governments and United Nations organizations, including UNDP, UNICEF, UNFPA and the United Nations Educational, Scientific and Cultural Organization.

69. UNV projects and volunteers in Malawi, Niger and Tanzania focussed on developing the community capacities, service users, and local and national authorities, as well as improving accountability and participation in planning and delivering social services. In Cameroon, national UNV volunteers with UNDP assisted local Governments elaborate community-based development plans aiming to reduce poverty and advance progress towards the Millennium Development Goals. In Lao People's Democratic Republic, the UNV worked jointly with UNDP and the United Nations Capital Development Fund on the 'governance and public administration reform in Sekong Province' project, strengthening information flow, dialogue, and participatory planning processes with citizens, and supporting local planning.

70. In a joint programme with UNDP, 90 international UNV volunteers strengthened local government capacity, service delivery and community outreach in South Sudan. By December 2009, an additional 72 international volunteers were supporting: planning; health; environmental management; education; disarmament, demobilization, and reintegration; elections; returnees and refugees; and were serving as midwives with UNFPA.

71. Annually, around 220 UNV volunteers contributed to the work of WFP, ensuring the smooth conduct of field operations, and working with grassroots communities. Two UNV volunteers in Somaliland, Somalia, engaged in food, social support, and emergency relief programmes. Working with the Government, United Nations organizations, international and local NGOs, and community-based organizations, they mobilized many local volunteers, reaching out to 250,000 beneficiaries. Specific attention was given to reaching and empowering vulnerable women, conserving natural resources, and sustainable resource management.

72. The 2005 Hyogo Framework for Action and General Assembly resolution 56/38 identified the strength of volunteer contributions in disaster response, reduction and risk management. Based on past experience, UNV volunteers continued to work in disaster risk reduction projects with a focus on strengthening community capacity. In

Indonesia, UNV and UNDP partnered in the 'safer communities through disaster risk reduction in development' project – 15 UNV volunteers together with national and local authorities built the capacity of local disaster risk reduction organizations in seven Indonesian provinces. Given the link between disaster risk reduction and climate change adaptation, UNV supported the 'strengthening volunteer-involving organizations to better support disaster risk reduction strategies and adaptation to climate change at the community level' in Ecuador.

73. In the reconstruction phase after the 2007 earthquake in Ica, Peru, 13 national UNV volunteers, in a joint UNDP/UNV project, worked with communities to train leaders on construction, legal advice, and risk management. Over 200 community volunteers were trained and supported the reconstruction efforts.

Key result 3.3. Tools, knowledge and guidance provided by UNV enable regional, national and local partners to establish schemes to mobilize and manage volunteers for development.

74. UNV is increasingly working with governments and local stakeholders to build regional, national, and local volunteer mobilization capacity and volunteer infrastructure. This engages more people in contributing to peace and development results in their own countries and communities.

75. UNV supported or strengthened formal volunteer schemes and volunteer networks in 19 countries. In Burkina Faso, the national volunteer programme witnessed strong growth, from 100 volunteers deployed in 2008, to 600 volunteers in 2009. UNV facilitated a study visit to that programme from The Gambia, fostering South-South exchange to enable the development of a similar national volunteer scheme. In Niger, UNV is working on the establishment of a national volunteer infrastructure and an enabling legislative environment. Hundreds of national volunteers are strengthening local government capacity in the districts, mobilizing resources and developing income-generating activities. The UNV-supported national youth volunteer scheme in Liberia continued to successfully mobilize university graduates as volunteers to teach and raise awareness of health and gender issues, and to provide support to agricultural projects in rural areas. In Lesotho, UNV assistance resulted in the creation of a national volunteer corps.

76. UNV involvement with the 'Green Olympics' – part of the Beijing Olympics in China – mobilized large numbers of local volunteers. UNV worked with national institutions, UNDP, and NGOs, successfully training volunteer managers and promoting sustainability through volunteer environmental awareness campaigns and media outreach that reached over 100 million people.

77. After the post-election violence in Kenya, UNDP and UNV launched a volunteer scheme designed to promote post-election community dialogue, working closely with the United Nations peacebuilding fund and the Government. Twenty-one national UNV volunteers trained 900 prominent youth leaders, retired professionals, women, and opinion leaders in peacebuilding, conflict resolution, community security, humanitarian response, and early recovery.

Learning for effective programming

78. Volunteers are the most valuable asset of UNV. Learning from their experience is essential to identifying results achieved, improve volunteer management, strengthen partnerships and promote knowledge management and innovation. UNV strengthened the volunteer management cycle, increasing standardization and further embedding volunteerism principles in assignments. Reports and input from serving and former volunteers informed the development of 22 tools and guides designed to improve the quality implementation of volunteer management. During the reporting

period, the UNV online volunteer reporting system was revamped and now includes user-friendly data analysis tools.

79. The capacity of UNV headquarters staff, and about 200 field personnel, was built through 10 training events in 2008 and 2009. This was in addition to several local training events organized by UNV field offices for the volunteers. Training included planning, results-based management, and monitoring and evaluation.

80. A comprehensive review of the national UNV volunteer modality, which represents about 34 per cent of all UNV volunteers annually, was conducted in 10 countries: Botswana, Brazil, Ecuador, India, Kyrgyzstan, Lao People's Democratic Republic, Sudan, Syria, Uganda, and Zambia. In the study, governments and host organizations agreed that national UNV volunteers effectively supported achieving national development priorities and UNDAF targets. The review confirmed the potential of the modality to strengthen national capacities and recommended further promotion of volunteerism within the assignments.

81. In 2008-2009, 12 strategic, thematic, and project evaluations/reviews were conducted to ensure accountability, management for results, and knowledge management. Overall, projects succeeded in producing most of the desired results. An independent review of the evaluation function asserted that UNV upholds high evaluation standards, and recommended strengthening organizational learning, day-to-day project management and monitoring. A synthesis of all evaluations undertaken from 2000 to 2009 confirmed the relevance of UNV activities for peace and development, and the increasingly successful mobilization of UNV volunteers and local communities. In particular, UNV interventions empowered people to access better service delivery, engaged vulnerable people in development processes, and built capacities of youth and community-based organizations. UNV evaluations and management responses are available through the UNDP evaluation resource centre. Annually, about 100 UNV volunteers provide monitoring and evaluation support to United Nations organizations.

III. Management results

82. During the reporting period, UNV continued organizing its operations according to its business model and the UNDP strategic plan. The related results framework was further refined. Key management initiatives were: a change management process that produced a streamlined organizational structure; continued and reinforced application of the UNDP accountability framework; and streamlined in-house processes with a focus on improved quality, mainstreamed gender programming, realignment of knowledge management, and well-managed resources and finances.

Change management

83. In 2008, UNV identified the need for a thorough review of the organizational structure and business processes to accommodate the significant growth in numbers of volunteers and increased programmatic activities that had taken place since 2001. A participatory organizational change management process called 'Changing Together' was conducted throughout 2009, with the objective of enabling UNV to deliver more efficiently and effectively on its mandate, and position UNV to meet the challenges of resources limitations, and growing demands from partner countries.

84. A consultative staff process, including cross-organizational functional teams, reviewed the business processes of UNV and made recommendations for consolidating, standardizing and streamlining. A review of all functions and activities was then undertaken. On the basis of these inputs, UNV management, with support

from the UNDP management consulting team, revised the organizational structure using a 'portfolio team' approach.

85. The new structure was devised to improve the capacity of UNV to serve the needs of United Nations organizations and governments in mobilizing UNV volunteers and building volunteerism capacity. It centres on a 'peace division' and a 'development division' consisting of dedicated geographically-focussed portfolio teams, and sections and units dedicated to fostering volunteer learning, knowledge and innovation, volunteer recruitment, and standardization and quality assurance.

86. A new global roster for international UNV volunteer positions is under development to facilitate proactive sourcing of talented professionals for international volunteer assignments, with adequate gender balance and geographic diversity.

Accountability framework and risk management

87. Accountability was strengthened by actively managing false user profiles and roles in accordance with the UNDP internal control framework, strengthening procurement oversight, and ensuring professional certification of relevant staff. The PRINCE2 project management approach was consistently applied to internal management projects, resulting in strategic and results-focused management of UNV resources.

Volunteer resources management

88. In the 2008-2009 biennium, close to 7,600 UNV volunteers contributed annually to the strategic objectives of 23 United Nations organizations and 19 United Nations missions, often serving in challenging and remote locations, and/or in post-conflict situations at the local level. Consequently, UNV volunteers have been affected by high volatility in security situations worldwide, despite being fully integrated into the United Nations security system. In 2009, two UNV volunteers lost their lives in a violent attack against United Nations premises, and one UNV volunteer was victim of a lengthy hostage-taking event, in addition to other less dramatic incidents.

Gender equality

89. Gender equality is central to the programming work of UNV and to its staff and volunteers composition. Fifty-five per cent of UNV staff is female – 44 per cent at the professional level and 50 per cent at the director level. The entire recruitment process for UNV staff, as is the case for UNDP, is geared towards achieving gender balance and diversity.

90. The percentage of female UNV volunteers increased to 37 per cent in 2009, and UNV continues to submit at least one female candidate per assignment. Twenty-eight percent of volunteers with United Nations missions are women. Conversely, disaggregated ratios show that 63 per cent of national UNV volunteers are female. Further encouragement of partners to increase the number of selected female candidates is welcome, while recognizing the challenge for women in non-family duty stations, and the special threat posed to them in complex security situations. There are also large regional differences, with the highest number of female UNV volunteers in Europe and the Commonwealth of Independent States (57 per cent) and Latin America and the Caribbean (48 per cent).

Knowledge management

91. The work of UNV volunteers with different United Nations organizations and Governments, and UNV partnerships with volunteer-involving and civil society organizations, and academic institutions, provide a large pool of knowledge resources. Hence UNV decided to broaden its existing knowledge platform, launched

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IV. Challenges and opportunities

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